



Team Roster

Juanita Ford (Sponsor)
Hilton Austin
Anotinette Behan
Betty Crosby
Ann Curry
Bessie Davis

Elliott Hardy
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Lucy McIntosh
Henry Saberniak
Steven Towe
Martha Windsor

Performance Score

SFA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	75.9	77.9			
	Other survey					
EMPLOYEE SATISFACTION		3.63	3.50			
UNIT COST	Your Contribution		\$1.46			
	Other					

<u>Contribution</u>	Measure	Start	End	Connect to Goals	Status
1. LOAN REHABILITATION- To move students out of default faster by reducing the time frame to rehabilitate an account from 6 weeks to 2 weeks by processing accounts electronically by 6/1/2002.	Increase student satisfaction with process by 25%.	6/1/2002	Ongoing	CS,ES,UC	
2. PIC LOG- To reduce duplicate requests for unnecessary research items on the Public Inquiry Contractor's Log by 20% thus reducing the turnaround time on actual research items.	Establish baseline of duplicate requests by June 1, 2002.	6/1/2002	Ongoing	ES,UC	
3. MAIL INQUIRIES- Reduce the time frame for responding to student mail inquiries to 20 days or less.	Audit letters sent to customers for clarity, content, and timeliness	5/1/2002	Ongoing	ES/UC	
4. OMBUDSMAN INQUIRIES- Reduce the response time to students on accounts managed by the Chicago Customer Care Unit from the current 70-80 days to 45-60 days by 12/1/2002.		5/1/2002	Ongoing	CS/ES	